INTERVIEW TECHNIQUES

Overview

- **Definition and purpose**
- **Steps in the interview process**
- **Interview questioning techniques**

Interview

- A conversation designed to gather information for a specific purpose._
  - Generate data
  - Examine a problem

Prepare for the Interview

- Establish purpose, goals
- Determine time and data
- Avoid interruptions

Open the Interview

- Greet the individual
- Establish rapport
- Determine reason for interview
- Role as EOR
- Anonymity / privileged information
- False allegations / complaints
- Time constraints / note taking

Conducting the Interview

- Establish eye contact
- Maintain interpersonal distance
- Be aware of non-verbal behavior
- Be relaxed
- Maintain rapport
- Be aware of time
- Maintain control and focus

Conducting the Interview

- Remain objective
- Be honest
- Ask appropriate questions
- Allow interviewee's to tell story in their the own words
- Don't be interviewed

Closing the Interview

- Acknowledge time limit
- Summarize
- Ask for additional comments
- Explain next step
- End the session
- Establish follow-up
- Extend appreciation, give phone number

Recording the Interview

- Arrange notes
- Gather supporting information
- Document the interview
- Actions and recommendations
- Label

Interview Follow-up

- Recommendations / commitments
- Close the case
- Coordinate inquiry / investigation

Questioning Techniques

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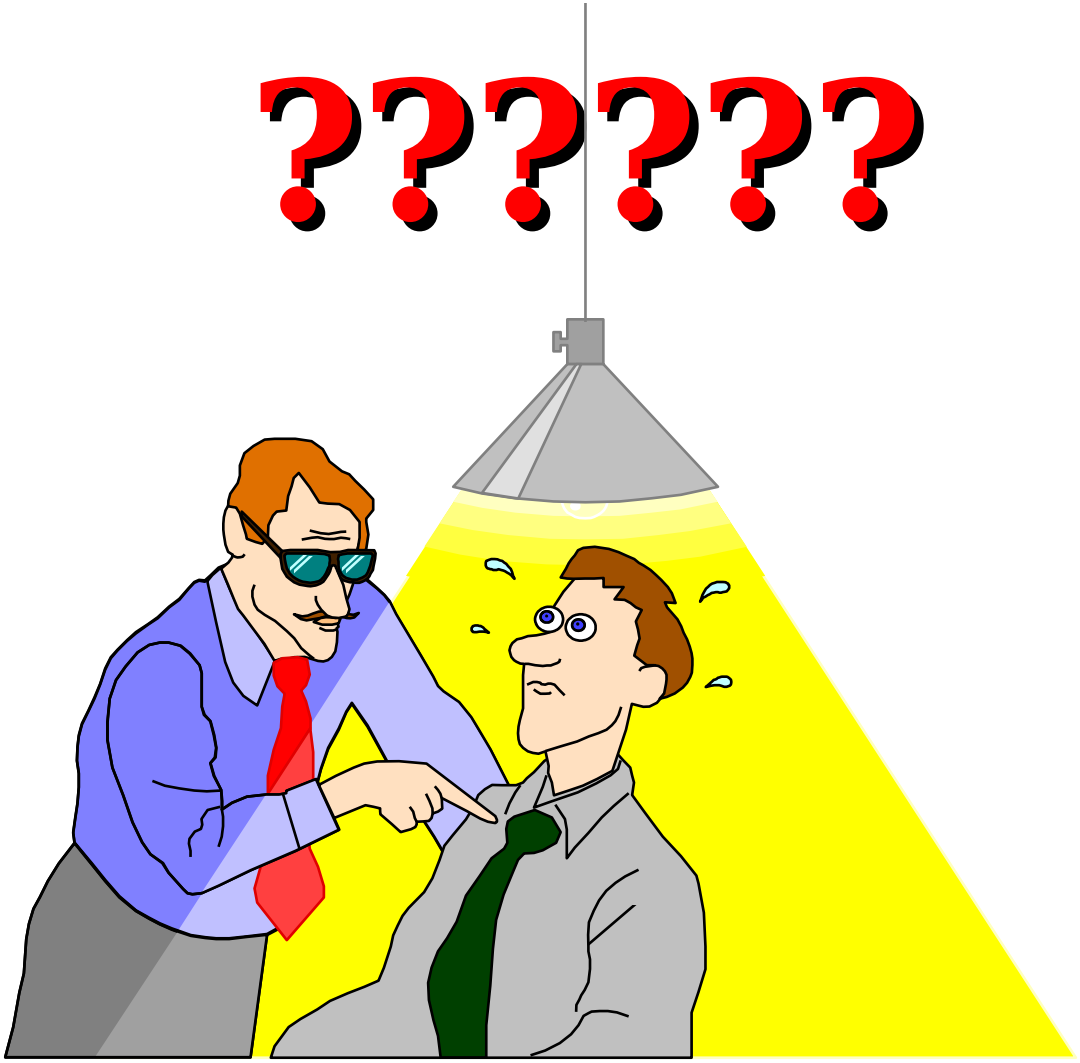

Types of Questions

- Direct question
- Open-ended question
- Narrow question
- Paraphrase question
- Leading question
- Yes / No questions
- Loaded question

Summary

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